

**bol.**

## **Troubleshooting**

Bol.com Integration for Magento 2

## Connection Issues

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### "Invalid client credentials"

**Cause:** Wrong Client ID or Client Secret.

**Solution:**

1. Go to Bol.com Partner Portal → Settings → API Settings
2. Copy credentials exactly (no extra spaces)
3. Update in Magento under Bol.com → Accounts
4. Test with: `bin/magento magmodules-bol:test-connection`

### "Connection timeout"

**Cause:** Network issues or Bol.com API downtime.

**Solution:**

1. Check your server's outbound connections
2. Verify firewall allows HTTPS to api.bol.com
3. Check Bol.com status page for outages
4. Try again in a few minutes

### "Demo mode vs Production"

**Cause:** Using demo credentials on production or vice versa.

**Solution:**

1. Check "Is Demo" setting matches your credentials
2. Demo credentials only work with demo mode enabled
3. Production credentials require demo mode disabled

## Offer Issues

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### Offers not appearing on Bol.com

**Check these:**

1. **Profile enabled?** Product Profile must be enabled
2. **Account enabled?** Account must be enabled
3. **On Hold?** Offers might be on hold - check Offer Data settings
4. **Valid EAN?** Product needs valid EAN/barcode
5. **Conditions met?** Product must match profile conditions
6. **Processed?** Run `bin/magento magmodules-bol:process-product-profiles`
7. **Exported?** Run `bin/magento magmodules-bol:export-offers`

## "EAN not found" errors

**Cause:** EAN doesn't exist in Bol.com catalog.

### **Solution:**

1. Verify EAN is correct (13 digits)
2. Check if product exists on Bol.com website
3. For new products, you may need to request content creation

## Prices not updating

**Cause:** Sync hasn't run or offer stuck in queue.

### **Solution:**

1. Check offer status in Offers grid
2. Run `bin/magento magmodules-bol:export-offers`
3. Check for errors in the Error Message column
4. Verify price attribute in Product Profile is correct

## Stock not syncing

**Cause:** Stock changes not triggering updates.

### **Solution:**

1. Check "Auto Push" is enabled in configuration
2. Verify store view matches product stock
3. Run manual export to test
4. Check cron is running: `bin/magento cron:run`

## Order Issues

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## Orders not importing

### Check these:

1. **Import enabled?** Order Import must be enabled on account
2. **Date range?** "Import Orders From" date might be too recent
3. **Fulfilment type?** FBR/FBB selection might exclude orders
4. **Cron running?** Check cron status

### Debug:

```
bin/magento magmodules-bol:import-orders -vvv
```

## "Product not found" during import

**Cause:** EAN in order doesn't match any Magento product.

### Solution:

1. Check Product Identifier setting matches your EAN attribute
2. Verify product exists with that EAN value
3. Create missing products or map EANs correctly

## Order created but items missing

**Cause:** Some products found, others not.

### Solution:

1. Check which products failed in order notes
2. Add missing products to Magento
3. Map EANs correctly for all products

## Duplicate orders

**Cause:** Order ID mapping issue or reimport.

### Solution:

1. Enable "Use Bol.com Order ID" to prevent duplicates
2. Check existing orders before manual import
3. Bol.com orders have unique IDs that prevent duplicates when mapped

## Shipment Issues

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### Shipments not exporting

#### Check these:

1. **Carrier mapped?** Carrier must be mapped to Bol.com transporter
2. **Track code?** Shipment needs tracking number
3. **Order source?** Only Bol.com orders export shipments

#### Solution:

1. Configure carrier mapping in Configuration → Mappings
2. Ensure tracking numbers are added to shipments
3. Run `bin/magento magmodules-bol:export-shipments`

### "Invalid transporter code"

**Cause:** Carrier not properly mapped.

#### Solution:

1. Go to Bol.com → Configuration → Mappings → Carrier Mapping
2. Map your Magento carrier to correct Bol.com code
3. Common codes: BRIEFPOST, DHL, DPD, FEDEX, POSTNL, UPS

### Track & Trace errors

**Cause:** Invalid tracking format or transporter mismatch.

#### Solution:

1. Verify tracking number format matches carrier requirements
2. Ensure carrier code matches actual shipping method used
3. Check Track & Trace grid for specific error messages

## Invoice Issues

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**Since 1.7.0**

### Invoice upload fails with "file too large"

**Cause:** Generated PDF exceeds Bol.com's 2 MB limit.

**Solution:**

1. Simplify your Magento invoice PDF template
2. Reduce logo/image sizes in the template
3. Remove unnecessary elements from the invoice layout

## Invoice stuck in "Error" status

**Cause:** Temporary API issue or network problem.

**Solution:**

1. Check the error message in the invoice queue
2. Wait for automatic retry (up to 3 attempts)
3. Manually retry via mass action **Upload**
4. Run CLI: `bin/magento magmodules-bol:upload-invoices`

## Invoice permanently "Failed"

**Cause:** Permanent error after 3 attempts or unrecoverable issue.

**Common permanent errors:**

- `Invoice already uploaded` - Invoice was already sent to Bol.com
- `Shipment not found` - Shipment UUID invalid or not found at Bol.com
- `Invalid PDF` - PDF is corrupted or malformed
- `file too large` - PDF exceeds 2 MB limit

**Solution:**

1. Check the specific error message
2. For "already uploaded": delete from queue, no action needed
3. For "file too large": fix PDF template, delete old entry, re-queue
4. For other errors: verify shipment exists at Bol.com

## Invoices not being queued

**Cause:** Invoice queueing requirements not met.

**Check these:**

1. Order must be a Bol.com order

2. Shipment must be successfully exported to Bol.com
3. Magento invoice must exist for the order

**Solution:**

1. Verify the order originated from Bol.com
2. Check Shipments grid - shipment must have "Synced" status
3. Create a Magento invoice if missing

## Performance Issues

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### Slow offer export

**Cause:** Too many offers processing at once.

**Solution:**

1. Reduce batch sizes in Configuration → Limits
2. Process profiles in smaller batches
3. Check server resources during export

### Queue backlog growing

**Cause:** Processing slower than changes occurring.

**Solution:**

1. Increase cron frequency
2. Run queue processing manually: `bin/magento magmodules-bol:process-queue`
3. Review and optimize product profile conditions

### Memory errors

**Cause:** Processing too much data at once.

**Solution:**

1. Reduce batch sizes in Configuration → Limits
2. Increase PHP memory limit
3. Process smaller product sets

## Cron Issues

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## Cron not running

### Check:

```
bin/magento cron:run --group=default -v
```

### Solution:

1. Verify cron is configured in system crontab
2. Check Magento cron\_schedule table for stuck jobs
3. Clear old cron entries: `bin/magento cron:clean`

## Jobs running but nothing happens

**Cause:** Module disabled or configuration issue.

### Solution:

1. Verify module is enabled
2. Check configuration settings
3. Enable debug logging to see what's happening
4. Run commands manually to test

## Debug Mode

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Enable detailed logging:

1. Go to Bol.com → Configuration → Debug Settings
2. Enable Debug Logging
3. Check `var/log/` for module logs
4. Disable after troubleshooting (impacts performance)

## Need More Help?

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### Documentation:

- [All Help Articles](#) - Complete documentation overview

### Support:

- [Contact Support](#) - Get help from our team

For a complete overview of features and configuration options, see the Bol.com Integration extension on [magmodules.eu](https://magmodules.eu)

# All articles for Bol.com Integration

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## Installation

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1	<a href="#">Installation using Composer (recommended)</a>
2	<a href="#">Installation using the Adobe Marketplace</a>
3	<a href="#">Install through FTP and SSH</a>

## Configuration

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1	<a href="#">Quick Start Guide</a>
2	<a href="#">Configuration Guide</a>
3	<a href="#">Bol.com Accounts</a>
4	<a href="#">Product Profiles</a>

## Troubleshooting

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1	<a href="#">Troubleshooting (current)</a>
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## Grids

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1	<a href="#">Orders Grid</a>
2	<a href="#">Offers Grid</a>
3	<a href="#">Shipments Grid</a>
4	<a href="#">Track &amp; Trace Grid</a>
5	<a href="#">Competing Offers Grid</a>
6	<a href="#">Invoice Grid</a>

## Background

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1	<a href="#">Best Practices</a>
2	<a href="#">CLI Commands</a>

